

Job Profile Information: Re-connections Officer

This supplementary information for *Re-connections Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

The role has been developed with funding provided by the MHCLG to deliver innovative solutions for rough sleepers in Camden who do not have local connection to the borough and are engaged in street activity. This builds on the Councils Routes off The Street (RTS) strategy to ensure that all rough sleepers in the borough receive a service offer which means they no longer have to sleep rough and can start rebuilding their lives in their home area.

The role will carry a case load of rough sleepers with complex needs who require additional support and an intensive casework intervention so that they access or accept housing and support in their home area and are linked with appropriate services to sustain the outcome.

The role will work dynamically with the Camden Safer Streets Team, multi- agency hotspot teams and the Routes off The Street Coordinator to prioritise and target cases identified by these teams or referred to them by these teams. For this reason the reconnections team will be empowered and self- directed, offering innovation and building solutions with other delivery partners without the need for supervision. In support of this approach, the team will have access to a Camden personalised budget fund (CPBF) to support each reconnection plan.

The role is intended to be solution focused and outcome centred. This means Officers will work with cases until the point that a re-connection outcome is achieved and support networks in the home identified from statutory, voluntary sector providers as well as appropriate family and social networks, where viable. This will require a high degree of flexibility, judgement and discretion and the officer will be making decisions about funding short term B&B accommodation when circumstances require this measure. The Officer will accompany the case to his or her last settled base and ensure that support, advocacy and housing advice are available as and when required in support of the outcome.

The role is being funded by the MHCLG for an initial 12 months to deliver targets agreed under the Rough Sleeping Initiative (RSI) and to support the objectives of the Council's Routes off the Street strategy (RTS). For this reason the role will be responsible for driving improved outcomes for street based cohorts and providing clear and accountable performance data.

Example outcomes or objectives that this role will deliver:

- Provision of expert housing advice and housing options advice to vulnerable individuals in reference to relevant Housing law
- Advocating for clients and accompanying clients to meetings in their home area to secure appropriate housing
- Completing RTS assessment for all cases referred to the team, focusing on achievable reconnection plans
- Conducting joint intelligence led outreach patrols with the Camden Hotspot Team and Safer Streets Team to contact rough sleepers requiring reconnection support
- Creative but judicious use of Camden Personalised Budget Fund to provide swift, effective financial interventions that deliver successful outcomes for clients
- Managing a case load of up to 6 complex individuals at any one time, referred by the SST or Camden Hotspot Team.
- Record, measure, monitor and report back on the outcomes of the team's work in line with targets agreed with the MHCLG and in line with the Council's RTS objective.
- Ensuring drug treatment options are available to clients in their home area and that any existing treatment offers are transferred.
- To work collaboratively with the Focus mental health team to ensure services are accessed or open for each client where this is appropriate, in their area of re-connection.
- To work under "empowered and enabled" principles innovating, learning and reflecting and sharing ideas and successful approaches with the other teams and services.

People Management Responsibilities:

N/A

Relationships;

- Ability to work collaboratively with multiple agencies from the statutory and non-statutory sector
- Ability to work with a caseload of vulnerable people sleeping on the street, in temporary accommodation, in service delivery and informal settings
- Experience of building and maintaining new partnership initiatives to achieve improved outcomes for vulnerable people

Work Environment:

- The role will be based at 5 Pancras Square but will mainly be working in a street based or outreach capacity at locations and service hubs best suited to meet the needs of the clientele.
- Travelling to and staying overnight in places away from Camden will be necessary
- The role will work in collaboration with existing street based teams including the SST and the Hotspot team. The role is intended to be flexible and will require shift planning with other teams and co locating, where required.

Technical Knowledge and Experience:

- A working knowledge of housing and homelessness legislation as well as housing options for homeless adults.
- Advocating for vulnerable adults experiencing service disengagement and social exclusion, utilising mediation, negotiation, influencing and persuasion skills.
- Awareness of services available to rough sleepers and vulnerable adults and experience of making referrals to both statutory and voluntary agencies.
- Experience of working with vulnerable adults with complex needs preferably in a street based setting.
- Ability to work un-supervised, make decisions within a peer setting and make appropriate decisions in isolation
- Ability to demonstrate high standards of professional boundaries and safe working practise
- Experience of Multi-agency working and establishing partnerships with other professions to achieve excellent outcomes for the service user group.
- Ability to assess risk in a variety of settings and scenarios. Ability to apply this skill in documented form and in dynamic and changing circumstances on a day to day basis.
- Excellent time management, organisational skills and ability to prioritise effectively
- To work with and be accountable for a personalised budget fund for rough sleepers, exercising responsibility and sound judgement to achieve outcomes.
- Ability to be self - motivated, target driven, outcome focused and very resilient.
- The role will be outcomes and target driven, working at a pace

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Structure:

The post holder will report to the RTS Coordinator in relation to issues including but not limited to annual leave, sickness management and performance. The post holder will report outcomes to the RTS Coordinator and lead commissioner for rough sleeping which will be used to meet the terms of the funding for the posts.

